

# nescot

## Fees and Refunds Policy

### 2025-2026

#### 1. Purpose and Scope

This policy outlines how Nescot sets, charges, and manages fees for its courses, including tuition, examination, and additional costs. It also explains the circumstances under which fee concessions and refunds may be granted. The policy applies to all prospective and current students on Further Education (FE), Higher Education (HE), Apprenticeships, and Full Cost/International courses.

#### 2. Fee Types

- **Course Fee:** Payable for enrolment on a course.
- **Examination/Assessment Fee:** Charged where applicable for sitting exams or registering with awarding bodies.
- **Kit & Material Costs Fee:** Charged for specialist equipment, uniforms, educational visits, or other items beyond the course fee. There may be a charge for materials where use is significant.
- **Trips** Charged where the trip is seen as non-mandatory for the completion of the course and is 'added value'. In these cases, a fee may be charged for attending, and attendance will be optional.

Examination fees are passed on except where funding rules preclude it (e.g. for 16-18 FE, fully funded adults, and HE students).

#### 3. Setting and Publication of Fees

Course fees are set annually in line with relevant government and funding body rules, ensuring transparency and financial viability.

All fees are published on the Nescot website and in course marketing materials.

#### 4. Who Pays Fees

- **16-18 year olds on funded FE courses:** No tuition fees charged.
- **Adult learners (19+):** Fees apply in accordance with the latest funding rules; some concessions/remissions may be available.
- **HE students:** Fees set annually and published at least 18 months in advance, subject to Office for Students (OfS) approval.
- **Apprenticeships:** Fees structured according to government rules and employer agreements, and do not apply to the student.
- **Full Cost and International students:** Fees set at market rates; international students may be required to pay deposits.

#### 5. Payment of Fees

Fees can be paid by:

- Debit / credit card
- Bank transfer

**Instalment plans** may be available for fees above £600, subject to approval and credit checks. For employer/sponsor payments, written confirmation is required at enrolment.

International students requiring a visa may be required to pay a 15% deposit (typically non-refundable) and the balance before enrolment or as specified.

See **Appendix 1** for more information.

#### 6. Refunds

Refunds are only granted in limited circumstances:


- **Course cancelled or significantly amended by Nescot:** Full refund.
- **Withdrawal before course start:** Full refund if the place can be refilled (Full Cost/International courses may have deductions for administration).
- **Withdrawal within 21 days of course start (FE):** Full refund for government-funded FE courses.
- **Overpayment:** Refund of excess amount.
- **Exceptional circumstances:** Partial refunds may be considered at the discretion of the Head of School/Chief Operating Officer.

**No refunds** are given for:

- Change of mind, occupation, or moving away (unless covered above)

- Full Cost/International courses once started, except in specific cases
- Examination fees already paid to awarding bodies, unless refunded to Nescot

For online/telephone enrolments, cancellations within 14 days before the course starts are eligible for a full refund under consumer regulations.

Refunds for HE courses are governed by separate terms and conditions  [Terms & Conditions for HE Students 2024-25.pdf](#)

See **Appendix 2** for more information.

## 7. Fee Concessions and Remission

Fee concessions/remissions may be available for students who:

- Are unemployed and in receipt of qualifying benefits (Jobseeker's Allowance, Employment and Support Allowance, Universal Credit below specified thresholds)
- Are released on temporary licence and not funded by the Ministry of Justice
- Are low paid employed (subject to evidence and criteria)
- Are Nescot staff (for specific courses, subject to availability)

No concessions are available for:

- Full Cost/International students
- Higher Education courses (unless specified by project funding)
- Employer-funded courses

Students must provide evidence to claim concessions / remission.

## 8. Student Loans

Eligible students may apply for Advanced Learner Loans (FE) or HE loans via Student Finance England. Students remain liable if loans are unsuccessful or withdrawn.

## 9. Withdrawals and Transfers

- Students withdrawing after 21 days of the official start date (FE) remain liable for all outstanding fees.
- For course transfers, fees already paid will be credited to the new course; any additional fee must be paid, but no refund if the new course is cheaper.

## **10. Debt Collection**

Failure to pay fees or instalments may result in exclusion from courses, withholding of certificates, and referral to debt collection agencies.

See **Appendix 3** for more information.

## **11. Contact and Support:**

For fee queries, payment arrangements, or to request a refund or concession, please contact Nescot's Admissions or Finance Office.

## **APPENDIX 1: CREDIT POLICY FOR FEES**

We expect all students to pay their fees at the point of enrolment. In exceptional circumstances, students may apply for credit facilities which are outlined below. Any student who has a bad payment record, or who has a current debt to the College, will not be eligible for credit.

The standard College credit policy is to allow credit to any student with fees of greater than £600.00 chargeable on a course that is of one academic year in duration.

In subsequent years, the start point will be adjusted for changes in the Retail Prices Index (RPI). The College will allow credit to any student for fees of £600.00 or more on the following basis only:

- a) The fee will be paid in a maximum of three instalments. The initial payment required is 50% of the annual fee and is due at the point of enrolment, with the second instalment of 25% being payable at the end of the autumn term and the third instalment of 25% being payable at the end of the spring term. For courses that do not commence at the start of the academic year or are less than one academic year in duration (but are deemed to be of a suitable length), bespoke instalment plans may be put into place by the Finance Department with the agreement of the Chief Operating Officer.
- b) The instalments will be paid by recurring card payments.
- c) If a student fails to pay for any term, he/she/they may be excluded from any further tuition and from the use of any College facilities and may not be eligible to sit any relevant exams until such time as all overdue fees have been paid in full.
- d) Any default in payment will be pursued by the College using all legal avenues available to it, including the use of an independent debt collector.
- e) Any exceptions to points a-d above require authorisation from the Chief Operating Officer.

## APPENDIX 2: FEES REFUND & FEE REDUCTION POLICY

- a. A full refund of all fees paid will be made:
  - a. Where the College has decided to close a course for any reason.
  - b. For Further Education (FE) courses. Where the student withdraws within 21 calendar days of the official start date, or within 21 days of their first attendance, of a government funded course which is of one academic year or longer duration.
  - c. For Higher Education (HE) courses. Refer to the Terms and Conditions for Higher Education Students.
  - d. Where an overpayment has been made in error for a course the credit balance on the account will be refunded.
- b. Refunds are not given on courses not funded by the government non-government funded courses unless the College has made the decision to close a course for any reason.
- c. Where a student transfers to another course within the College, the fees paid for the original course will be transferred to the new course. Where the fee for the new course is higher than for the original course, the balance of fees must be paid. There will be no partial refund if the fee for the new course is lower than for the original course.
- d. Examination fees and registration fees which the College has already passed on to examination or professional bodies are only refundable where the relevant body has refunded to the College the amounts paid.
- e. Where qualification for fee remission is established after payment of tuition fees has been made, the relevant sum will be refunded.
- f. Where the course fees have been paid by a sponsor and the sponsored student leaves before the start of the course, the sponsor will be allowed to transfer the fees paid to a replacement student.
- g. Applications for a refund of any fees for any other reason must be submitted in writing to the Chief Operating Officer, for details of how to do this please see paragraph 14. All refunds must be approved by the Chief Operating Officer.

### **APPENDIX 3: DEBT POLICY**

This policy applies to student and non-student debtors.

To complete their enrolment, students are expected to either

- Pay their fees in full.
- Pay 50% and complete a Recurring Card Payment plan.
- Provide evidence of an HE or FE loan with Student Finance England.
- Provide a purchase order, email or letter from their employer.
- Provide evidence of fee remission.

Failure to do so, or defaulting on payments, will result in the implementation of the College's Credit Control Procedure as follows:

- Debtors will be contacted by email and telephone once the debt becomes overdue.
- Statements/copy invoices will be sent once the debt once becomes overdue.
- Tutors or staff requesting invoices will be contacted if there is no response to the above.
- First debtor letter will be sent one month after first contact with debtor.
- Second debtor letter will be sent one week after letter 1
- Final warning letter will be sent one week after letter 2 quoting the date the account will be referred to the independent debt collector.
- The student will be asked to leave the course and access to resources will be removed.
- Debt will be transferred to an independent debt collector if there has been no response.
- Legal action may be taken.